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**From:** Don Sullivan [dsullivan@facil.umass.edu]  
**Sent:** 2/1/2011 4:53:08 PM  
**To:** 'james.hanchett@state.ma.us' [James.Hanchett@state.ma.us]  
**Subject:** FW: Ladies Room N234A

Jim,

I'm told the night person is doing the best he can in a difficult situation. We'll do our best to stay on top of this.

Don

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**From:** Mike Dufresne  
**Sent:** Monday, January 31, 2011 6:21 PM  
**To:** Don Sullivan  
**Subject:** RE: Ladies Room N234A

Don Gordon cleans this area on a nightly basis, it is in the construction area and is a disaster on a nightly basis. I will try and Kiavac these rest rooms around the impending storms with my floater.

Michael Dufresne  
Custodial Supervisor  
Voice 545-4227  
Fax 545-6518  
Cell [REDACTED]  
mdufresne@facil.umass.edu

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**From:** Don Sullivan  
**Sent:** Monday, January 31, 2011 3:01 PM  
**To:** Mike Dufresne  
**Cc:** Kim Page  
**Subject:** FW: Ladies Room N234A

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**From:** Sherry Peterson  
**Sent:** Monday, January 31, 2011 12:27 PM  
**To:** Don Sullivan  
**Subject:** FW: Ladies Room N234A

*Hopefully Richard has been policing this during the day; I will ask him when he comes in.*

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**From:** Hanchett, James (DPH) [mailto:James.Hanchett@state.ma.us]  
**Sent:** Monday, January 31, 2011 11:27 AM  
**To:** Sherry Peterson  
**Subject:** Ladies Room N234A

Hi Sherry,

Could you please have someone clean the ladies room in Morrill I, N234A. The night shift has not been doing it.

Thank you,

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
637 North Pleasant Street  
Amherst, MA 01003  
Phone 413-545-2607  
Fax 413-545-2608  
Cell [REDACTED]